



Network Health Plan
 1570 Midway Place
 P.O. Box 120
 Menasha, WI 54952
 Phone: (920) 720-1300 (800) 826-0940
 Fax: (920) 720-1900
 Web site: www.networkhealth.com



Type of Plan Health Maintenance Organization
 Total Number of Members..... 71,663
 Years of Operating Experience 22
 Total Number of Primary Care Physicians (PCPs) 337
 Percentage of PCPs Accepting New Patients 94%
 Percentage of Board Certified Specialty Care Physicians 76%
 Number of Urgent Care Facilities 15
 Number of Dentists..... 358

ADDITIONAL INFORMATION

Referral Requirements	If a Primary Care Practitioner (PCP) feels that his or her patient is in need of specialty care, the practitioner may refer the member to an in plan specialist for evaluation. This referral may be written or verbal and may not require authorization from Network Health Plan. A referral is not required to see another participating PCP who is on call for your PCP, a participating OB/GYN, Chiropractor, or an Ophthalmologist/Optometrlist (for routine eye exams only). Referrals to non-participating providers require prior authorization from NHP. Please refer to the prior authorization section.
Prior Authorization Requirements	Network Health Plan's (NHP) Health Management Department utilizes pre-authorization requirements and pre-admission review to ensure that selected procedures, treatment plans, health services, particular providers or locations are medically necessary and constitute appropriate care based upon NHP's health management criteria and other nationally-recognized guidelines. Some health services will not be covered without prior written authorization from NHP's Health Management Department. Inpatient hospitalizations, out-of-plan services or care are at tertiary facilities are a few examples of health services that require prior authorization from NHP. Also, when a Primary Care Practitioner refers to a non-participating provider, an authorization is required. A member should contact his or her PCP or NHP Customer Service Department for information on specific health care services that require pre-authorization and/or pre-admission review. Please contact Customer Service for verification that NHP has approved an authorization prior to obtaining services. A copy of the authorization is provided to the doctor requesting the authorization, the doctor being authorized and the member receiving the medical services.
Medicare Claims Procedure	When Medicare is the primary payer of medical claims, the claim is first processed by Medicare. When the explanation of benefits is received, the subscriber will need to forward the explanation of benefits to NHP for processing of copays, deductibles, or services not covered by Medicare per the NHP plan provisions as outlined by ETF.
On-Line Services	<ul style="list-style-type: none"> • List of network providers • Clinic Locations • Nurse Direct information • New member newsletter • Privacy Practices • Member Rights & Responsibilities
Outpatient Mental Health Network/Policy	All mental health and substance abuse services must be provided by a participating provider. Please refer to the State of WI provider directory for a listing of our participating providers. If you need assistance please contact 800-555-3616.

ADDITIONAL INFORMATION

24-Hour Nurse Line	NHP provides NurseDirect which is a free 24-hour health advice call-in service. NurseDirect. provides up-to-date information on NHP physicians, including office hours and locations. They provide nurse advice and assessment for illnesses, injuries and other health concerns. NurseDirect can be reached at (920) 738-2230 or (800) 362-9900.	
PCP Restrictions	When you become an NHP member, you will choose a participating primary care practitioner for each family member. Your primary care practitioner coordinates all your health care needs. You may choose a family practice, general practice, internal medicine, pediatrician physician or an Allied Health professional. You can change your primary care practitioner at any time. Whenever you or a family member need care, your PCP should be contacted. He or she will discuss the best course of treatment, including whether or not to refer you to a Network-participating specialist.	
Dental Benefits Provided	Individual Annual Deductible, applies to all services	\$ 25
	Family Annual Deductible	\$ 75
	Individual Annual Maximum	\$ 1000
	Individual Lifetime Orthodontic Maximum	\$ 1500
	Diagnostic and Preventative Services Examinations	100%
	Teeth Cleanings (prophylaxis and periodontal maintenance)	
	Bitewing and x-rays (twice per calendar year)	
	Full mouth x-rays (at three year intervals)	
	Fluoride treatments (twice per calendar year to age 19)	
	Space Maintainers	
	Basic Restorative Services	80%
	Emergency Treatment to relieve pain	
	Fillings	
	Sealants	
	Orthodontics	50%
	Orthodontic Treatment for dependent children when the Active treatment starts before age 19.	
	For benefits to apply, you must utilize a Delta Dental provider. Please visit the Delta Dental web site for the most up to date listing of dentists at www.deltadentalwi.com or by calling Delta Dental at 1-800-236-3712.	
Quality Improvement Initiatives	<ul style="list-style-type: none"> Implementation of reminder and education programs for practitioners and members to increase the percentage of members receiving appropriate treatment for the following: <ul style="list-style-type: none"> -Diabetes/routing kidney monitoring -Blood pressure monitoring -Depression medication compliance -Asthma medication compliance To improve member satisfaction with the health plan, continue to analyze feedback from new members and conduct staff training to improve new member understanding of navigating the system. 	

Counties in Service Area	Hospitals in County	Major Providers in County*
Calumet	✓ Calumet Medical Center	To find out if your physician or hospital is a participating provider, either check your Provider Directory or call Customer Service at (800) 826-0940.
Dodge	✱✓ Waupun Memorial Hospital	
Fond du Lac	✓ Ripon Medical Center	
Green Lake	✓ Berlin Memorial Hospital	
Outagamie	✱✓ St. Elizabeth Hospital	
Sheboygan	✓ St. Nicholas Hospital	
Waushara	Wild Rose Community Memorial Hospital	
Waupaca	✓ Riverside Medical Center	
Winnebago	✱✓ Mercy Medical Center	

* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number on the preceding page.